NetSupp⚙rt

The NetSupport Education Range

![blue]	NetSupport School
![blue]	NetSupport Assist
![black]	NetSupport Protect
![green]	NetSupport DNA
![grey]	NetSupport ServiceDesk
![red]	NetSupport Notify

Member of

BESA

Schools now have a greater investment in ICT than ever before and the challenges of maintaining the technology, supporting teachers and protecting students continue to grow. Today's increasingly PC savvy students and the growing reliance on the Internet present several challenges to administrators and teachers who are required to manage computer use, ensuring lessons are delivered in an effective and as focused environment as possible.

Since 1989 NetSupport has been developing software solutions that help educators and trainers meet these challenges. Today, NetSupport's technology has a worldwide installation base and its products are the market leaders in many countries.

Classroom Management for Windows® and beyond

Classroom management solutions are designed to help teachers and trainers improve the efficiency of computer-based learning. Recognising that today's students have access to a wide range of technology, NetSupport offers a choice of solutions to suit any environment.

NetSupport School facilitates central instruction and assessment of students, encourages collaboration and helps ensure student attention within a Windows environment. Support is also provided for students using Android/iOS tablets and Chromebooks. Fully compatible sister product NetSupport Assist provides the same focus within a Mac or Linux environment.

Desktop Alerting and Notification

The need to deliver reliable and effective messaging to students has never been more essential as part of the day-to-day management of a school infrastructure. With students and staff potentially utilising a mixture of hardware and technology, the ability to simply and quickly deliver messages direct to their devices provides a number of benefits to the faculty.

NetSupport Notify provides an extra level of security within an education establishment for both critical security alerts as well as routine student communication. It does not rely on any external services, does not have any ongoing delivery costs, and perhaps most importantly, does not require regular management of contacts.

Desktop Security and Lockdown for Windows®

Children want to learn, and often the best way is to experiment. Lab computers may be used four or five times a day for different classes, so they really can't afford to endure too much practical experimentation. Simple to use, safe, and secure, NetSupport Protect is the ideal choice of IT administrators and technology coordinators. Presented in a simple and intuitive interface, system control can be configured in minutes and allows either individual or central control of security settings.

IT Asset Management

IT Asset Management is fast becoming a critical function of network administration but some organisations may be put off by the complexity and cost of some high-end solutions. This shouldn't be the case as at any business level if network administrators don't know how many desktops they have, where they are located and what hardware and software is installed, it stands to reason that they can't possibly manage and support them properly.

A point often forgotten or ignored is that annual support costs can easily outstrip the initial purchase price of IT assets. IT Asset Management software can pay big dividends as it automates the data gathering process, presenting IT managers with the information needed to make informed decisions about upgrades and the roll-out of new technology.

NetSupport DNA (Dynamic Network Administration) facilitates central management of your enterprise PCs in a secure, coordinated and efficient manner.

Service Management

Minimising the amount of system downtime is essential together with ensuring an effective solution is in place to assist and support users of IT assets. Effortlessly track, organise, manage and answer the toughest desktop support challenges with NetSupport ServiceDesk, a powerful and entirely web-based helpdesk and Incident management solution.

Classroom Management for Windows and beyond

Delivering support for wired or wireless networks and the diverse range of platforms and devices in use within the modern classroom, NetSupport School provides teachers, trainers and lab technicians with a wealth of features to streamline classroom management:

Manage

Tools that enable teachers to prepare for and manage computer led lessons include:

- Customise the teacher screen to mirror the physical class layout.
- Centrally Power On/Off all classroom computers.
- Register student information at the start of the lesson.
- Manage and Control classroom printer usage.
- Control the use of memory sticks and access to network drives and CDs.
- Gain attention by blanking the screens or locking mice and keyboards.
- Give individual students visual rewards to encourage effort or behaviour.
- Central distribution and collection of work files.
- At the end of a lesson remotely "Log Off" all PCs.
- One click "Request Assistance" option for a teacher needing tech support.

Monitor and Control

Features that help provide a safe and productive learning environment include:

- Monitor the entire class in a single view using mini screen thumbnails. Use the zoom facility to see individual student screens in real-time.
- Watch, share or control the screen, keyboard and mouse of any student workstation.
- Monitor and control all Internet and Application usage across the class.
- Unique Internet Safesearch facility prevents inappropriate content being returned within search results.
- Real-time monitoring and control of Instant Messenger applications.
- Keyboard Monitoring provides a real-time insight into student activity and topic understanding. Tracking across all applications or websites. Can be used in student comprehension to highlight when key words or dates are included.

Audio Monitoring and Language Lab Tool

Tools that support the growing trend towards 'audible' learning, helping teachers manage the additional distractions presented to students through the use of mutimedia.

- Listen to Student audio.
- Listen to Students' microphones.
- Monitor audio in class.
- Two way audio chat.
- Record audio to file.

PC PRO REVIEW

NETSUPPORT SCHOOL REVIEW

"An unbeatable range of classroom management features and is, in many ways, the best of its kind on the market"

Find out what some of our customers are saying about NetSupport School

"*With over 1,000 students attending our school, we want to ensure that our computers are used for educational purposes only. NetSupport School helps us monitor the students and keep them on task! We have fewer computer problems and labs are running smoothly!*" **Rock Hill School District, South Carolina, USA**

Instruct and Collaborate

Features that promote student-teacher interaction include:

- Enhance understanding of a topic by "Showing" the teacher's screen to students.
- Integrated virtual whiteboard supported by a wealth of drawing tools to aid collaboration.
- Internet co-browse allows a teacher to open selected websites and synchronise this with the browser on each student PC.
- Nominate students to be "Group Leaders", assigning them certain teacher rights to specific features.
- Group or 1:1 chat facility promotes discussion between students.
- Broadcast Audio to the class or transmit the teacher's voice during a presentation.
- Broadcast a selected student screen to the rest of the class to highlight individual achievement.

Testing and Learning

Confirm understanding of a subject with a range of testing and feedback features:

- Use the built-in "Test Designer" to create bespoke tests and examinations including text, picture, audio and video questions.
- "Student Journal" feature enables students to capture a digital record of each lesson for later review.
- Poll students for immediate feedback on a given subject using the "Instant Survey" facility.
- 'Question and Answer' student and peer assessment module to reinforce key learning points and instantly gauge student understanding during a lesson.

Dedicated Technicians Console

A classroom management solution is not simply about providing the right tools for each teacher. Equally important are tools to ensure all computers in the school can be managed and maintained so they are always available for teaching. With this in mind, NetSupport School also provides a unique "Tech Console" specifically for Lab Technicians and Network Managers. Includes the ability to set school-wide security profiles and apply 'Always On' restrictions without the need for a dedicated server.

Supporting New Technology

Schools are increasingly embracing new PC technologies and we work hard to ensure our products continue to operate in these rapidly changing environments. As such, NetSupport School offers:

- A free downloadable 'Tutor Assistant' app for use on tablets and smartphones (Apple and Android) giving teachers and their assistants greater mobility around the classroom.
- Support for teachers and students using Chrome OS devices.
- Support for students using Android/iOS tablets.
- Support within Terminal Server, Thin/Zero Client, shared-resource and virtual desktop environments.
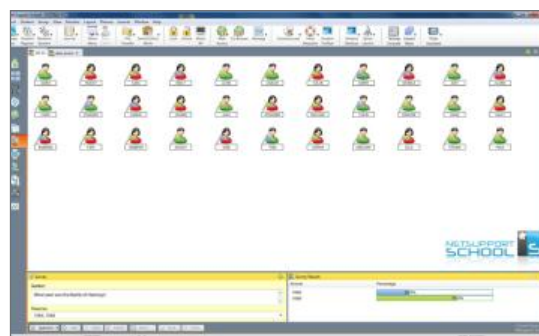
Get the **NetSupport School** Student **App:**

Get the **NetSupport School** Tutor Assistant **App:**

> "After using a whole range of pupil management software including NetOp and PC Anywhere I was seriously disillusioned with claims companies made about their software. We needed something that was easy to use for everyone, not just qualified IT personnel. There are not many programs that make me look twice but after an hour of seeing what NetSupport could do and how EASY it was to use, I knew I had to have this program (our headteacher never sees me this excited about software)."
> Daryl Rowland, Network Manager, Aveland High School

For more information and to download a free 30 day trial visit,
www.netsupportschool.com

NetSupport Assist

Supporting your Mac and Linux classrooms

For Mac or Linux classrooms – and fully compatible with sister product NetSupport School - NetSupport Assist provides a complete classroom management and monitoring solution for mixed platform learning environments.

From registering attendance at the start, monitoring activity during and logging off machines at the end of the lesson, NetSupport Assist allows teachers to focus their time and attention on their students, rather than on managing the software.

View Student Activity

Monitor the entire class or selected students with high quality scalable thumbnails of each desktop. Zoom to focus on individuals or click for full 1:1 remote control.

Powerful Remote Control

Take control of the screen, keyboard and mouse of each or any student workstation where teacher assistance is required.

Real-Time Instruction

Deliver engaging presentations by showing the teacher's screen to each student desktop. Each desktop can also be locked to ensure attention.

Control Internet Use

NetSupport Assist allows teachers to instantly see which sites students are visiting and, if needed, take remedial action to block access.

Monitor Open Applications

Centrally monitor the applications in use on each and every student machine in real-time to ensure the class is always focused on the task in hand.

Move Information

Transfer files between the teacher and student machines using a simple drag and drop interface. Hand out and automatically collect files with each student's details appended.

Instant Surveys

Ensure students have understood the content covered during the lesson by polling them for instant feedback, collating and displaying results instantly.

Group Chat

Share ideas and encourage classroom collaboration by conducting on-screen discussions that include the entire class or just selected students.

Send Messages

An effective way to communicate lesson information with all or selected students. The message takes screen focus on the student's desktop.

Student Registration

Request standard and custom information for each student at the start of the class, create an attendance report and use the provided details to personalize your lesson.

Power Mangement

Power On or Off all classroom computers in a single action from the teacher PC to conserve energy.

View Student Activity

Instant Surveys

Real-time Instruction

Move Information

For more information and to download a free 30 day trial visit

www.netsupportassist.com

NetSupport Notify

Desktop Alerting and Notification

NetSupport Notify cuts through the distractions to communicate directly and immediately with users. Instant Messaging, e-mail, internal Intranets and RSS feeds are all passive forms of communication that rely solely on the user to look for and read information, when they choose.

NetSupport Notify delivers the information instantly and ensures the user's attention is gained. It is impractical and costly to attempt to contact all users by phone with news or alerts, e-mail does not ensure any level of immediacy and news feeds are only useful if users are actively looking for information. NetSupport Notify offers the only direct, instant-contact, mass communication method. Offering instant delivery to all or specific groups of users.

NetSupport Notify allows an administrator to deliver within seconds a clear and concise message and instruction to all connected computers or specific departments across a site. Each message can carry a priority level and a request for acknowledgement. The delivered message automatically takes screen focus on recipient computers and can be accompanied by an audible alert.

- Prioritise and differentiate messages and alerts with clear and concise message types such as Technical, News or Critical.
- Support for linked URLs in alerts.
- Customise both Alert and Font colours and also feature organisation logo or branding in all notifications.
- Flexible Delivery Options - display for "XX" seconds, Require User Confirm, Auto Close after "XX" seconds and so on.
- Central Audit log and detailed reporting of all messages sent, received and acknowledged.
- Schedule routine Alerts to run weekly, daily or at fixed times or dates.
- Control ability to send alerts by Active Directory (AD) policy.
- Support for Terminal Server / Citrix clients.
- Send notifications from a Windows PC or Apple iOS tablet/smartphone.
- Send to Windows, Mac and Linux desktops.
- Notification gateway component included as standard for seamless and secure delivery of messages. Send alerts to one or multiple notification gateways simultaneously.

Get the **NetSupport Notify Console** App:

NetSupport Notify

IT EUROPA
EUROPEAN IT & SOFTWARE
EXCELLENCE AWARDS
2014 FINALIST

NETWORK computing
AWARDS 2013
★ FINALIST ★

For more information and to download a free 30 day trial visit,
www.netsupportnotify.com

Desktop Security and Lockdown for Windows®

Using NetSupport Protect, IT administrators can prevent unwanted changes to the OS, control the creation of content, restrict unwanted file downloads and control application usage. With easy to adopt end point security, administrators can avoid the introduction of harmful or unwanted content from external sources, yet retain the flexibility to utilise existing technology.

- Disable access to the Windows Store.
- Prevent uninstall from Windows 8 Start Menu.
- Restrict user-defined apps for Windows 8 from running.
- Prevent copying, deletion and renaming of files and folders.
- Hide folders and restrict creation of defined file types.
- Restrict changes to the desktop, taskbar and system settings.
- Lock control panels, task manager, command prompt and registry.
- Restrict available network drives, drive mappings and network neighbourhood.
- Prevent access to windows systems tools.

- Prevent web browsers from running.
- Control access to external devices and prevent users installing unauthorised software.
- Share security configurations across a network.
- Integrated hard disk protection and roll-back technology.
- Centrally deploy NetSupport Protect across your LAN/WAN to all computers.
- Centrally manage and update NetSupport Protect security configurations.
- Compatible with NetSupport School classroom management.

> "As a very satisfied NetSupport School customer, we had no hesitation in selecting NetSupport Protect as we know that NetSupport solutions are of the highest calibre. NetSupport Protect has been easy to implement and configure and impressed us with its vast array of features and flexibility."
> **Gérard Duvivier, Lycée professionnel Jean-Baptiste Carpeaux**

> "You guys have great tech support and I love the program." **Orangeview Jr. High, Anaheim Union High School District, USA**

For more information and to download a free 14 day trial visit,
www.netsupportprotect.com

NetSupport DNA

NetSupport understands that organisations have differing requirements, which is why our IT Asset Management solution is available in a flexible modular format, allowing you to pick and choose only those features that best meet the current needs of your business.

Installed and operational in under 30 minutes, NetSupport DNA combines Hardware/Software Inventory and License Management with detailed and fully customisable System Alerting, Software Distribution, Application/Internet Metering and Usage Control. With an innovative Energy Monitoring component, full Active Directory integration, optional ITIL-based Helpdesk and market-leading Remote Control, there has never been a better time to see how NetSupport DNA can save you money and time.

Hardware Inventory

NetSupport DNA provides one of the most comprehensive and detailed Hardware Inventory modules available on the market today. A wealth of information for specific PCs is provided, ranging from CPU types and BIOS to memory and memory slots used. Reports are displayed either for a single PC, a selected Department, condition based "Dynamic Group" or for the Company overall.

Software Inventory

Featuring a detailed summary of all installed programs and applications detected on each PC, NetSupport DNA helps organisations manage license compliance and reduce software overspend by accurately reporting installed software and proactively identifying PCs with software that has no or low usage.

System and PC Alerting

Identify real-time changes or conditions that occur on a specific PC or in the data gathered by NetSupport DNA.

Energy Monitor

NetSupport DNA provides a positive step in the direction of efficient and cost effective energy usage. The Energy Monitor component provides a simple and concise high level summary of potential energy wastage across an organisation by computer systems that are left powered on out of specified business hours.

Application Metering and Control

Knowing how frequently a specific application is being used will allow for both effective control of software budgets and a realistic prediction of future software renewals and investments. NetSupport DNA offers an Application Metering component which reports all applications used on each Windows PC, detailing the time the application was both started and finished and the actual time it was active and in use.
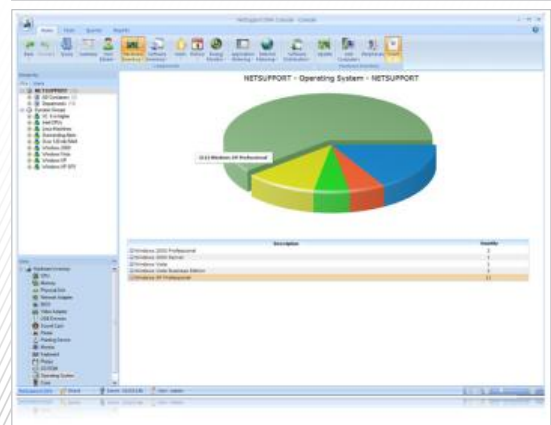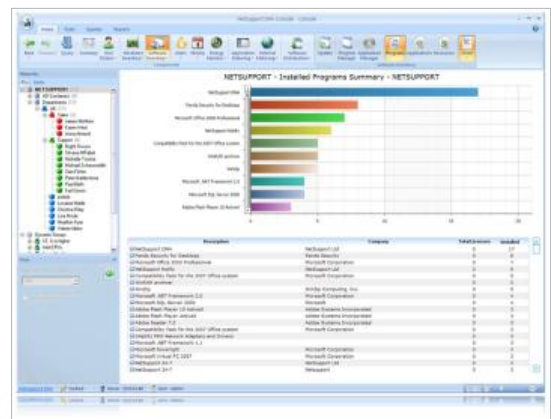
NetSupport DNA Mobile Console

Manage your IT assets on the move with the NetSupport DNA Mobile Console

Compatible with Android phones and tablets, BlackBerry PlayBook, iPhone, iPad and iPod Touch, the Mobile Console connects with your central DNA Inventory giving you access to accurate, up-to-the-minute asset data wherever you are.

Instantly find the required machine from the displayed list, by machine name or asset tag, and call up a current Hardware Inventory, view historical Hardware and Software changes and identify real-time system and PC alerts.

The NetSupport DNA Mobile Console App can be downloaded for free from the Android Marketplace or the Apple iTunes App store and is for use in conjunction with the NetSupport DNA Asset Management suite.

Get the **NetSupport DNA Mobile App:**

www.netsupportsoftware.com

NetSupport DNA

Internet Metering and Control

NetSupport DNA provides a detailed summary of internet activity on each Windows PC, allowing for effective monitoring across the enterprise. Access to websites can be controlled by the use of approved lists and restricted to certain times of the day.

Software Distribution

NetSupport DNA provides a multi-delivery option for Software Distribution enabling packages to be 'pushed' out to target PCs.

Remote Control

DNA Remote Control offers advanced functionality for the effective management of remote workstations. Watch, Share or Control the screen, mouse and keyboard of target PCs irrespective of operating system and network protocol. Includes full message and text chat facilities, comprehensive security, multi-platform support and desktop integration. Alternatively, for a more powerful remote control solution, the full NetSupport Manager package is offered as an extra module.

ITIL Compliant Helpdesk

Available to purchase as part of the full DNA Asset Management suite or as a standalone solution, NetSupport ServiceDesk is a powerful and entirely web-based service management solution.
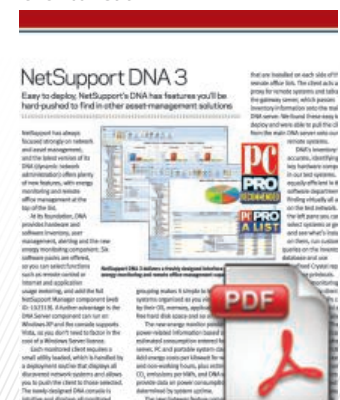
Schematic representing the extended connectivity of NetSupport DNA
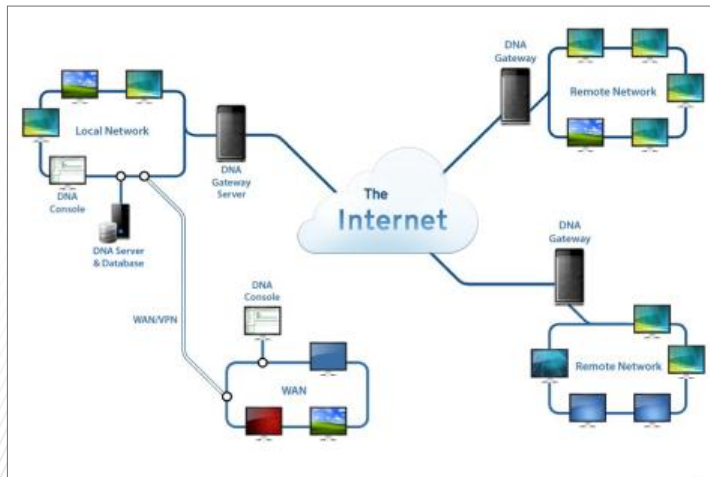
Click to read

Click to read

For more information and to download a free 30 day trial visit
www.netsupportdna.com

NetSupport ServiceDesk

Service management staff know that managing user expectations and keeping a history of all issues and resolutions is the key to providing quality support. Developed in accordance with ITIL best practice guidelines, NetSupport ServiceDesk is ideally suited for small and medium sized organisations, yet fully scalable for the larger enterprise.

With added support for mobile devices, you can be sure that even when your support engineers are working on the move they will still be able to manage their assigned Incidents.

Flexible and Robust Incident Management

Automatic assignment of Incidents to operators based on pre-defined customer rules for either Problem Type or User Type.

Full User Management Capabilities

Active Directory synchronisation and the ability to import user departments and companies from other systems.
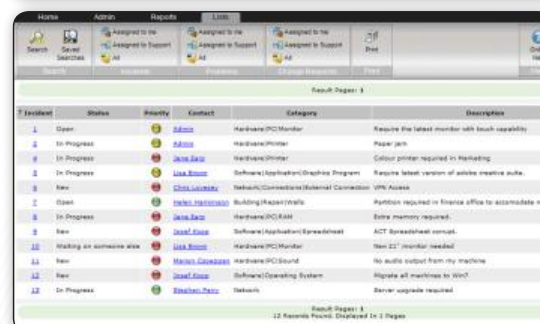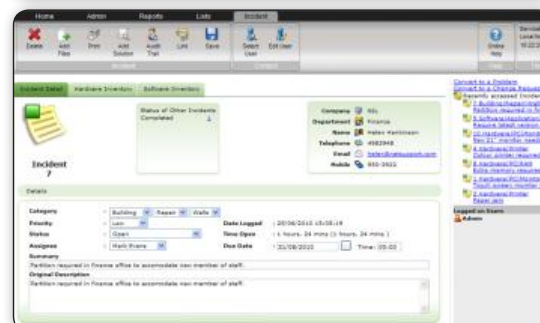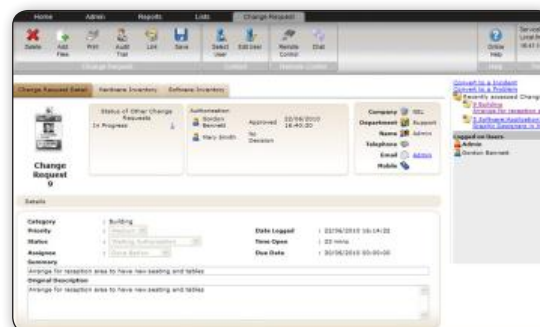
Customisation

Customisation to suit your individual needs. Custom Data Designer allowing for customised data fields, profiled operator access with customised functionality, streamlined creation of a solutions database to aid future help requests and a multilingual user interface.

Powerful and Detailed Reporting

Real Time Corporate Status reports - Total Calls in, Status of Calls, Average resolution time and more. Ongoing history by user for all previous support requests. Real Time Dashboard showing a rolling display of current Incident statistics.

Automated Escalations and Notifications

Send Email Notifications using fully customisable email templates. Automatic escalation of Incidents based on customer-specific rules.

NETWORKcomputing AWARDS 2011 ★ WINNER ★ SERVICE MANAGEMENT PRODUCT OF THE YEAR

NETWORKcomputing AWARDS 2014 ★ FINALIST ★

SDI Service Desk Institute SUPPLIER AWARD FINALIST

For more information and to download a free 30 day trial visit
www.netsupportservicedesk.com

Some of NetSupport's Education Customers

NetSupport

A selection of our industry awards:

For more detailed product information please click to view the required brochure.

NetSupport School

NetSupport Notify

NetSupport Protect

NetSupport DNA

NetSupport ServiceDesk

NetSupport Assist